

**Technology Customer Council Meeting
Minutes of July 15, 2003**

F i n a l

Present: Steve Mosen, Leon Schwartz, Greg Wright, Larry Murphy, Marvin Van Haaften, Carl Martin, Lee Tack, Steve Morris, Judy Peters (alternate), Rich Jacobs

Absent: Gary Nichols, Diane Kolmer, Cindy Eisenhauer

Guests: Nadir Mehta, John Gillispie, Mollie Anderson, Patti Allen, Kit Krogmeier, Marianne Mickelson, Daryl Frey, Diane Van Zante

- 1) Welcome and Introductions – John Gillispie, Chief Operating Officer, Information Technology Enterprise. John asked everyone to introduce him or herself and to identify their role. This group's role will be to identify utilities. It is perceived that mainframe processing will become a utility. Integrated Information for Iowa (I3) will ultimately become a utility. It is important that these systems pay for themselves. This group will be working in close conjunction with the CIO Council that Leon Schwartz leads. Today's meeting is primarily organizational. John introduced Mollie Anderson, the Director of the Department of Administrative Services (DAS).
- 2) Opening Remarks – Mollie Anderson. The Information Technology Enterprise (ITE) has taken part in two surveys to assess its customers' satisfaction with ITE services. Summaries of both were provided to the council members.

Mollie reported that the Governor had four primary goals in creating the DAS:

- a) Create a customer service focused organization
- b) Provide flexibility
- c) Streamline processes
- d) Save money

The creation of DAS called for two major changes:

- a) Simple consolidation of agencies
- b) Introduction of entrepreneurial management
 - i. Identify what is a utility (this council will set the rates)
 - ii. Identify what is a marketplace product
 - iii. Identify what is leadership

Mollie identified why the council's role is so important: because not every customer is at this table. Your job is to represent the customers, your agency as well as the agencies that are not here. You have the responsibility for setting the rates we charge to all customers, for quality (evaluating customer service) and quantity. This council is part of the check and balance system.

Your role is also to police each other and to allocate resources. Our job is to make certain that you have the information you need to make decisions. In the first couple of months, you will have an aggressive schedule to orient yourself to the business of ITE.

Election of Chair – The floor was opened for nominations. Greg Wright nominated Steve Mosena, nomination seconded by Steve Morris. Steve Mosena nominated Rich Jacobs, however the nomination was not seconded, leaving Steve Mosena as the sole nominee. Leon Schwartz made a motion, seconded by Larry Murphy, that the council cast a unanimous ballot in favor of Steve Mosena. All those in favor voted aye, there were no opposing votes. The motion carried.

Election of Vice Chair – Steve Mosena opened the floor to nominations for Vice Chair. Leon nominated Steve Morris, nomination seconded by Rich Jacobs. There were no further nominations. The vote was taken. All those in favor voted aye, there were no opposing votes. The motion carried.

- 3) Purpose for Your Participation – The Customer Council acts as a governing board for those services that have been designated as “utilities” in the development of entrepreneurial management in Iowa state government. The Customer Council will:

- a) Approve level of utility service
- b) Review and comment on the provider’s customer satisfaction data and information
- c) Gather its own customer input
- d) Approve general service level agreement boilerplate terms, including service standards and redress mechanisms
- e) Approve rates and prices
- f) Advise DAS leadership on related issues as requested

- 3) Customer Survey Results – Summaries of the results of two ITE customer surveys were provided prior to the meeting. Input from customer groups indicated that they want a single point of contact, input in reviewing rates, and marked improvement in the billing process. Nadir Mehta, ITE Planning and Administrative Services administrator, recommended that council members review a website from Tata Consulting Services, www.tcs.com. Customers also believe it is important to meet customer expectations.

Nadir indicated that the business plan will address these issues and define strategies to deal with the critical issues identified in the customer surveys. Mollie indicated that we will need to develop a new customer delivery service system. John has already begun to make changes, such as working with the CIO Council to give them a more active role in decision-making.

John mentioned that we will be focusing our efforts on two main areas:

- a) Customer intake process
- b) Restructuring the way our rates are set and our products are defined

- 3) Bylaws and Procedures - Steve Mosena walked council members through the suggested bylaws. Leon mentioned that the administrative rule AA-10.7(4) states "Biennial review. The appropriate customer council shall every two years review the decision made by the department that the department should be the sole provider of a service and make recommendations regarding that decision." This statement should be added to the draft bylaws.

The council also has a role in the complaint resolution process. This should also be reflected in the bylaws.

Steve inquired how council members were chosen. Mollie indicated that it was spelled out in the administrative rules.

The administrative rules define council membership a bit differently than first thought. The council is to be comprised of:

Nine state agency representatives

A judicial branch representative

A legislative branch representative (Mollie indicated that the legislative branch has chosen not to participate)

A representative from the public

A representative from the union

Ex-officio nonvoting members

Rich Jacobs made a motion, seconded by several others, that we align the bylaws with any provisions stipulated in the administrative rules. This was approved.

At present, two alternates to the Technology Customer Council have been named. Leon brought to light the issue of alternate designees in view of wording in the bylaws, which disallows substitutes. Rich suggested wording such as "members may define an alternate, subject to the approval of the chair." Patti Allen mentioned that she believed alternates had been named when the original council members were defined, so we should honor that and follow the wishes of the member agencies. Council members also discussed the possibility of using the term "alternate," rather than "substitute."

Officers are to be elected each year.

Frequency of meetings – the bylaws are not specific about this, so the council is free to determine frequency on its own.

Agenda items are to be sent electronically at least five days in advance.

A quorum is a majority of the voting members present.

Technology Customer Council meetings are subject to the open records law.

The council is to follow parliamentary procedure. The chair may designate the vice chair as the keeper of the rules.

Steve asked for a motion to accept changes as noted. Marv Van Haaften made the motion, seconded by Leon Schwartz. All those in favor voted aye, there were no opposing votes. The motion carried.

- 4) Wrap-Up and Adjourn - Steve drew attention to the chart that outlines which agencies are categorized as small, medium, and large in order that council members might be aware of the agencies they represent.

Originally, the CIO Council voted to have one of its members, Steve Gast, sit on the Technology Customer Council. A motion was made by Rich Jacobs and seconded by Leon, that Steve Gast be accepted as an ex-officio member. All those in favor voted aye, there were no opposing votes. Steve Gast will be added to the council membership list.

Topics for future meetings:

- Review of the items identified as marketplace and utility
- Better understanding of the definitions of marketplace, utility and leadership

Setting a date for the next meeting – Council members discussed the possibility of meeting again on August 12 at 1:00 p.m. Diane Van Zante will send a note to check availability before finalizing this date and time.

Mollie noted that it is important for council members to let us know what information they need in order to make good decisions.

Council members expressed an interest in receiving a list with contact information for each member.

The meeting adjourned at 2:40 p.m.